IN THE SPECIFICATION:

On Page 1, at Line 1, please insert the following new paragraph:

CROSS-REFERENCE TO RELATED APPLICATION

This application claims priority to U.S. Provisional Application Serial No. 60/258,144 filed on December 22, 2000 by Richard L. Schwartz et al. and entitled "'Method and System For Facilitating Virtual Mediation in a Voice-Data Environment."

REMARKS

Applicants respectfully request the Examiner to enter the above amendment prior to examination of this application. Applicants respectfully submit that the amendment is supported by the executed Declaration and is consistent with the records of the United States Patent and Trademark Office. Applicants further submit that the amendment adds no new matter. For the Examiner's convenience, Applicants attach a copy of the executed Declaration filed April 9, 2001 and a copy of the United States Patent Office Official Filing Receipt mailed on May 17, 2001 evidencing the priority data in the United States Patent and Trademark Office records.

The Commissioner is hereby authorized to charge any fees or credit any overpayment to Deposit Account No. 50-2148 of Baker Botts L.L.P.

Attached hereto is a marked-up version of the changes made to the specification and claims by the current amendment. The attached pages are captioned "**Version with Markings to Show Changes Made**".

If there are any matters concerning this Application that may be cleared up in a telephone conversation, please contact Applicants' attorney at 512.322.2522.

Respectfully submitted,

BAKER BOTTS L.L.P.

Attorneys for Applicants

Adam L. Stroud
Reg. No. 48,410

98 San Jacinto Blvd.
Suite 1500
Austin, Texas 78701
512.322.2522
512.322.2501 (fax)

Date: 8/16/2002

VERSION WITH MARKINGS TO SHOW CHANGES MADE

IN THE SPECIFICATION:

On Page 1, at Line 1, please insert the following new paragraph:

--**CROSS-REFERENCE TO RELATED APPLICATION**

This application claims priority to U.S. Provisional Application Serial No. 60/258,144 filed on December 22, 2000 by Richard L. Schwartz et al. and entitled "`Method and System For Facilitating Virtual Mediation in a Voice-Data Environment."--